

City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Facilities Operations Assistant
Class Code Number	4081

General Statement of Duties

Performs administrative support functions regarding the organization of service and activities related to rental and usage of assigned facilities; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform administrative support functions regarding the organization of service and activities related to rental and usage of assigned facilities. The work is performed under the supervision and direction of a Department Head or Division Head, but considerable leeway is granted for the exercise of independent judgement and initiative. Technical supervision is exercised over assigned temporary support staff. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a public facility and general office environment.

Examples of Essential Work (Illustrative Only)

- Performs assigned administrative tasks including client contact, providing information regarding availability of facilities rental and usage, identifying facility needs, preparing user contracts and agreements, assessing and processing fees and deposits, responding to user inquiries, and other administrative support services necessary to operation of the facility;
- Prepares and maintains a variety of files and reports on a daily, weekly, monthly and annual basis relating to the functions of assigned facilities;
- Schedules, trains, and provides appropriate technical supervision to temporary support staff for events and other support functions;
- Effectively promotes usage of the facilities; addresses concerns, inquiries or complaints from the general public and takes appropriate action to ensure an expedient and satisfactory resolution, including responding by telephone, correspondence, and/or in person as necessary;
- Monitors facility user's compliance with laws, rules, and regulations regarding facilities, usage and related services; recommends adjustments, as necessary;

- Ensures facilities are properly maintained; including contact with maintenance staff, other City staff, and/or appropriate service providers as necessary;
- Receives cash for designated items, makes appropriate change, and reconciles cash drawers in an accurate and timely manner;
- Performs other administrative support functions and activities, as needed, to assigned department;
- Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for providing facility services; implements policies and procedures;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

- Some knowledge of operations, services and activities of facility rental and services;
- Some knowledge of pertinent laws, codes, and regulations;
- Some knowledge of customer relations and services;
- Some knowledge of meeting and event planning and organization;
- Some knowledge of modern office methods, practices and procedures;
- Some knowledge of standard office machines, equipment and computer software;
- Ability to multi-task in planning, organizing, and implementing various activities and functions on an ongoing basis;
- Ability to interpret, explain and apply City policies and procedures;
- Ability to keep accurate files and reports related to facility operations;
- Ability to train, schedule, and provide technical supervision to temporary support staff;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions within written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to exercise integrity, ingenuity, and inventiveness in the performance of duties described in this class specification.

Acceptable Experience and Training

- High school graduation or equivalency supplemented by college or other courses sufficient to provide the necessary knowledge, skills, and abilities;
- At least three years of responsible administrative support experience in applicable facility operations, including technical supervision and extensive public contact.

Required Special Qualifications

- Valid Class C California State Driver's license.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a public facility and general office environment.